

3. MTCS Report Applications

In this section, we try to answer the questions MTCS users often ask:

- How can these reports help me?
- How can I use the information contained in these reports to solve problems, analyze issues, and make decisions?

We provide users with a list of key data fields for each MTCS report and specific examples of how HUD Headquarters, Field Offices, Troubled Agency Recovery Centers (TARCs), and PHAs can use MTCS reports.

HUD intends users to challenge information contained in MTCS reports because often, upon further investigation, the problems or issues may be different than they appear in MTCS. Use MTCS data and reports as a starting point for discussion, investigation, research, and analysis.

3.1 PHA Uses for MTCS Reports

MTCS reports serve a variety of different PHA needs. PHAs can use MTCS reports to improve management, planning, and operations. In addition, PHAs can perform historical trend analysis and view historical information for five of the *MTCS Reports*: Resident Characteristics, Key Management Indicators, New Admissions, Budget Related Averages, and Rent and Rent Burdens. Historical reporting is available from the *MTCS Main Menu* under the *Historical Reports* option.

PHA Uses for MTCS Reports include:

- **Monitor and assess performance**

MTCS reports provide PHA management with useful data to monitor program implementation or identify areas for improvement. PHAs can use data in MTCS reports to organize workloads, priorities, and identify management issues. To provide additional perspective on PHA performance, MTCS allows a PHA to compare its organization to other PHAs' at the national, state, metropolitan statistical area, and county levels. PHAs can also assess their management and operational performance on a project-by-project basis from MTCS reports.

- **Plan and administer programs**

PHAs can use MTCS reports to develop their PHA plans. MTCS reports provide useful tenant income, rent, and demographic data to help a PHA plan for future modernization activity or comply with deconcentration and income targeting requirements. For example, MTCS reports can help a PHA identify a shift in the market for a particular project, which may prompt the PHA to consider a change in its income targeting efforts. PHAs can also use MTCS reports to highlight programmatic or management weaknesses at different projects and target improvement efforts.

- **Respond to community requests for information**

PHAs often receive requests for information about subsidized rental housing programs in their community. PHAs can use MTCS summary reports to share valuable information about the demographic profile of their programs with local public officials, partners, and community groups. Remember dissemination of individual family information is subject to the Privacy Act of 1992.

- **Solve problems and analyze issues**

MTCS reports can provide PHAs with useful data to support decision-making and problem-solving activities:

- **Determine adequacy of Fair Market Rents (FMRs) and payment standards:** MTCS reports provide information on gross rents compared to FMRs, total tenant payment, and rent burden. This information can help PHAs analyze the adequacy of their FMRs, payment standards, and determine the possible need for locality exception FMRs.
- **Determine adequacy of utility allowances:** Although utility allowances do not necessarily change each year, PHAs must determine annually the appropriateness of their utility allowance. MTCS reports allow a PHAs to compare the utility allowances of PHAs in similar climates and housing stocks to identify allowances that seem inconsistent or unusual.
- **Determine adequacy of space allocations:** PHAs can use MTCS reports to monitor enforcement of PHA occupancy standards or compare their policies against HUD's occupancy guidelines. MTCS reports provide data that show families that appear to be over- and under-housed tenants in the Unit Assignment Discrepancy Report. Further review by a PHA might reveal that some of those families experienced a change in household composition during occupancy or the PHA may have misreported the family unit size at admission.

- **Comply with fair housing and equal opportunity requirements**

PHAs should ensure that all eligible households have access to PHA programs without regard to race, ethnicity, age, family status, or disability. The New Admissions report is one example of an MTCS report that provides demographic information on new admissions to the PHA. The report can reveal possible admission biases and helps the PHA to assess the success of its outreach efforts. PHAs can use this type of information to monitor their compliance with HUD's fair housing and equal opportunity regulations.

3.2 HUD Uses for MTCS Reports

HUD Headquarters, Field Offices, and TARCs use MTCS reports in a myriad of ways. HUD Field Offices and TARCs use MTCS reports to monitor PHAs in their jurisdiction. MTCS reports provide useful data for Field Offices and TARCs to evaluate PHA management practices, operations, and compliance with HUD regulations. In addition, HUD Headquarters, Field Offices, and TARCs can perform historical trend analysis and view historical information for five of the *MTCS Reports*: Resident Characteristics, Key Management Indicators, New Admissions, Budget Related Averages, and Rent and Rent Burdens. Historical reporting is available from the *MTCS Main Menu* under the *Historical Reports* option.

HUD Uses for MTCS Reports include:

- **Assess PHA performance and monitor quality**

Field Offices and TARCs use MTCS reports to monitor PHAs enforcement of HUD program rules and PHA reporting rates. MTCS reports help HUD staff verify, for example, that PHAs conduct timely annual re-examinations and Housing Quality Standards (HQS) inspections. HUD staff can access MTCS reports to:

- **Support remote monitoring activities:** Field Offices and TARCs often must rely on remote monitoring to oversee PHA activities. Field Office and TARC staff can review MTCS reports to know, for example, who the PHA admits to its programs, how long applicants wait for assistance and the accuracy of PHA rent calculations. MTCS reports provide Field Office and TARC staff with data to discuss these issues with PHAs.
- **Support on-site reviews:** On-site reviews are time-consuming, but Field Office and TARC staff can be more productive and less disruptive to the PHA if they review MTCS reports in advance. With the data in MTCS reports, HUD staff can prepare background information about PHA activities and identify problem areas prior to a site visit.
- **Monitor PHA compliance with HUD regulations:** Field Offices and TARCs use MTCS reports, like the HA Delinquency report, to determine if PHAs comply with Notice PIH 99-2. Notice PIH 99-2 requires PHAs to report a minimum of 85 percent of public housing and combined Section 8 certificate and vouchers data to MTCS.

- **Plan and administer programs**

For Field Office and TARC staff, MTCS reports help identify management or operational issues to address with PHAs through training or technical assistance. They can use MTCS reports to obtain documentation for budget reviews and funding decisions. MTCS also provides HUD staff with statistics needed to complete the Business and Operating Plan (BOP).

- **Support public information**

HUD staff use MTCS reports to respond to requests for information about subsidized rental programs from congressional offices, federal agencies, research organizations, local officials, and the general public. To support these types of requests, HUD staff to prepare assisted housing profiles that consist of demographic and income statistics summarized on MTCS reports like the Resident Characteristics report. MTCS also offers the general public Resident Characteristics report to all interested parties via the Internet.

- **Disseminate best practices**

If a PHA struggles to manage or operate an aspect of its program, MTCS reports help Field Office and TARC staff identify PHAs with similar programs. Field Offices and TARCs can support the PHA to learn best practices from other PHAs. MTCS reports can identify, for example, which PHAs handled large Section 8 portability programs or had a significant number of families successfully complete the Family Self-Sufficiency (FSS) program.

- **Support fair housing reviews**

MTCS reports help HUD staff assess PHA activities from a fair housing perspective based on family composition information and data on the age, race, sex, ethnicity, and disability of the head of household. MTCS reports provide descriptive data that helps HUD staff to consider if a PHA treats households consistently and if PHA policies create a disparate impact (intended or unintended) based on race, age, ethnicity, or disability.